

FAQS REGARDING ELECTRONIC MESSAGING FOR INMATES:

1. Why do inmates need e-messaging?

The service is designed to convert at least half of incoming physical mail into inmate e-messaging. This reduction in physical mail will reduce operational costs for the Department of Corrections and limit the amount of contraband entering the facilities. E-messaging is convenient for friends and family to communicate with inmates and provides cost savings for the Department.

2. How do I correspond with an inmate by e-mail? How does an inmate correspond with me?

You can correspond with an inmate by going to www.JPay.com, establishing an account with them and identifying the inmate(s) you wish to correspond with. An inmate can correspond with you in either one of two ways: by replying to an electronic message you have sent to him/her; or by having the system send you a form letter requesting permission for him/her to be able to correspond. If you approve the request he/she can then write messages to you. If you deny the request or simply do not respond, he/she cannot write to you.

3. Will inmates have their own e-mail usernames? Will they have a single domain name?

Inmates will not have user names or domain names. It is not e-mail in the typical sense of the word, it is an electronic message sent through JPay's web site. The message is then downloaded by the KDOC and then processed to kiosks located in the correctional facilities.

4. Are the messages received by an inmate printed out or does the inmate sit at a computer to read and respond?

The entire process is electronic unless the inmate elects to pay to have the message printed. The kiosk used by the inmates is more like an ATM than a computer. It does not have access to any other programs or the Internet.

5. Is there a limit to how many people can e-mail an inmate?

There is no limit.

6. How many electronic messages does the KDOC expect to have generated by inmates?

KDOC expects to transition more than 50% of all inmate personal correspondence into e-messages.

7. How much did it cost to install this system?

There is no cost to the KDOC for this system. The costs are paid for by those who use the e-messaging system.

8. How is money generated for this venture? How much will the sender – on the outside – have to pay to e-mail an inmate? Does it cost the inmate money to receive/read/print out the e-mail?

The cost is \$.43 per electronic message – the same as a first class USPS postage stamp. The cost is paid by the person sending the e-mail, whether it is the inmate or the writer on the outside. It does not cost the inmate to view an e-mail sent from the outside. If the inmate wants a copy of the message printed, it costs \$.43 to cover the cost of paper and printing supplies. Color printing of an attached picture will cost \$1.00. The \$.43 fee will allow a message of approximately two pages of plain text. Inbound messages can contain up to five attachments of one megabyte each. Photos sent as attachments do not count toward the limit of 50 unless the inmate has them printed. There is no limit on the number of emails that can be sent.

9. How much money does the DOC expect to generate from e-messaging? What will the money be used for?

The Department does not presently have an estimate for potential income. All income generated from the system will go into the Inmate Benefit Fund.

10. Does JPay provide similar services in other states and jurisdictions?

JPay is the provider of the e-message service. JPay works exclusively with correctional agencies and currently serves more than one million inmates in the United States, including four of the five largest prison populations and three of the five largest jail populations.

11. Does this mean that inmates have access to the Internet?

Inmates will not have access to the Internet.

12. Will all inmates at each DOC facility have access to this electronic messaging system?

This system will be available throughout the KDOC. Electronic messaging may not be available to all inmates depending upon their security status and other factors related to their incarceration. The restrictions and limitations which may apply to traditional paper mail will apply to electronic messaging based on an individual inmate's incentive level, custody classification, or other security issues. The number of kiosks available at each facility varies; placement of kiosks is

determined by facility layout, number of inmates in a given area, and other factors to determine usage loads.

13. Are the electronic messages monitored? How so?

All electronic messages will be screened by the computer software for words and phrases that may represent a risk to the facility security or the public safety. All attached photos will be viewed by staff before they can be accessed by the inmate. All Kansas Administrative Regulations regarding inmate correspondence will apply. See K.A.R. 44-12-601 (Mail) at <http://doc.ks.gov/kdoc-policies/kar/Article12.pdf/>

14. Will the KDOC be allowed to view e-mails between the inmate and his attorney?

This system is not designed for Attorney/Client correspondence. If an inmate has correspondence that is considered confidential or privileged, the US Postal System should be utilized.

15. What if I no longer want an inmate to e-mail me?

The family or friend may request to be removed from the inmate's approved correspondence list at any time.

16. Inmates can still use the regular U.S. mail system?

Yes, the US Postal Service will still be available.

FAQS REGARDING VIDEO VISITATION

1. How will this work? Is this live video conferencing?

JPay enables family and friends to connect with inmates from anywhere in the world through a personal computer, ensuring the widest possible access between inmates and their family and friends.

Video visitation allows for pre-scheduled video visits. To participate, inmates use the kiosk which is equipped with a camera and handset. Friends and family use the JPay website from a personal computer equipped with a web camera/microphone to conduct the session. Camera and microphone devices are available for purchase and 24 hour support is available.

2. Will visitors be required to go to remote sites for video visits?

Visitors may visit from any PC (home, office, public library, church, etc.). There are no established remote sites.

3. Will the visit be monitored? Will this take up more staff time?

All Kansas Administrative Regulations regarding visits will apply. See K.A.R. Chapter 44 Article 12 at <http://doc.ks.gov/kdoc-policies/kar/Article12.pdf>. KDOC staff can monitor a session and terminate the session at anytime if needed. Video visitation will save KDOC staff time.

4. What is the cost for video visitation?

Family and friends pay fees for each session.

Video Session	\$12.50	30 minutes
Extend Session	\$12.50	30 minutes

5. What are the rules? (limits on length, content, visitors)

Each video session may last up to 30 minutes. If available, sessions can be extended for an additional 30 minutes. The specific rules are being finalized. It is anticipated that video visiting would occur with many of the same rules as on-site visiting.

6. Are there limits to how many video visits an inmate can receive?

The specific rules are being finalized. Video visitation may not be available to all inmates depending upon their security status and other factors related to their incarceration. The restrictions and limitations which may apply to traditional on-site visitation will apply to video visitation based on an individual inmate's incentive level, custody classification, or other security issues.

7. How will the inmate be able to view the visits? Do facilities have space to accommodate the video visits?

Video Visitation will be available on the same kiosk the inmates use to read and send inmate e-messages.

8. Will all inmates at each DOC facility have access to this visiting system?

Inmates with access to a kiosk who are eligible for regular visits will have access to video visitation.